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JOB DESCRIPTION BILLING/ACCOUNTS RECEIVABLE SPECIALIST

1. Title of Position and Supervisor

Title: Billing/ Accounts Receivable Specialist Department Supervisor: Billing Manager

2. Assigned Organization Unit: Business Operations Team: All Departments

3. Job Summary or overview

The Billing/Accounts Receivable Specialist is responsible for a variety of duties, as assigned by supervisor, which may include routine billing payment posting, and problem solving for various payers, including insurance, HMO, Medicaid, Medicare and private pay, and also special projects in billing and collection. In addition, the Specialist may be responsible for billing and posting for Special Contracts and for obtaining and/or entry of prior authorizations. The billing Specialist is responsible for clear, detailed communication with the clinical and billing staffs and with payers and clients regarding various insurance-related and payment-related issues. Responsibilities may also include researching and resolving client insurance claims which are denied or uncollected and, also, working with the clinical staff members to resolve billing problems. Communication with clients is trauma-informed rather than confrontive, reflecting sensitive, thoughtful, courteous communication taking into account the emotional nature of our work. Other special projects may be assigned.

4. Position Qualifications (experience, skills, education, licensure)

The Billing/Account Receivable Specialist should possess **experience in coding, billing, posting, and adjudication of claims**. Specialized experience in behavioral health billing services is preferred, but is not necessary. Other Vital Skills include

- The ability to work independently
- The ability to work collaboratively on projects
- The ability to create channels of communication to obtain information necessary to perform job tasks, such as with clients, payers, clinical staff, and billing department staff
- The ability to recognize individual and system problems and to communicate such information the supervisor
- Excellent written and verbal communications skills

- Outstanding attention to detail and excellent time management skills. This position requires mastery of a large amount of detail.
- Outstanding computer skills with billing software, Microsoft Word and Microsoft Excel, able to learn our system, good key-boarding skills
- Able physically to lift the weight of a filled archive box, bend over file cabinets, sit at computer 3-4 hours at a stretch,

5. Major Duties and Responsibilities

Duties will be assigned by Billing Manager. Among those duties are:

- --Verify accuracy of billing data and revise errors.
- --Operate software system for billing, posting, and claims research.
- --Obtain and/or enter such documents as authorizations, financial Agreements, and other such ancillary documents as may be necessary.
- -- Maintain detailed records as required.
- --Resolve discrepancies in accounting records.
- --Interact with staff, clients, payer and Agencies to answer questions, obtain information, and resolve issues.
- --Monitor aging reports and take such steps as necessary to guarantee payment of claims.
- --Coordinate and collect necessary information from staff or payers for claim adjudication.
- --Participate in take-back, overpayment, and refund process.
- --Recognize problem accounts and notify appropriate staff or supervisor to assist in problem resolution.
- --Anticipate insurance trends and advise supervisor of changes.
- -- Assist in the creation of manuals and protocols.
- --Participate in the training of new staff members.
- --Participate in chart opening and auditing processes as needed.
- --Attend and participate in Shorehaven and/or payer meetings/seminars as needed.
- --Act as back-up coverage for Clinical Support Staff as needed.
- --Maintain open, positive, cordial, team-oriented lines of communication with Manager and other staff members.
- --Contribute to the Billing Department team though positive attitude, respectful interaction, innovative ideas, efficiency, and ethical behavior.
- --Other duties as assigned.

6. Accountability and Benchmarks

You are hired not merely to perform a job function but because we believe your skills will make those job functions an effective, integral and important part of the growth of your department and SBH and will contribute to the welfare of your colleagues, our clients and the community.

You will be making a contribution to profitability from which you and your team members will benefit

Every duty and expectation is your contribution to the welfare of the entire team, the company, yourself and the welfare of our clients.

Customers for Your Job Function

Every job function is more than a task! It is way of helping others and helping the company to grow. The others you are helping are your CUSTOMERS. Helping your customers is an important part of what we expect from you.

Clients – To enhance the well-being, health, quality of life and lifestyle functioning of clients by assisting them to receive the help they may need. For Billing, this means helping achieve reimbursement so services can be provided.

Insurance Carriers/Agencies – To think of SBH as the premier, "go-to" provider to make their work easier because they know they can rely upon Shorehaven and you. For Billing, this means a positive relationship with payers and an excellent impression of every component of our company leads to more referrals.

Clinical Staff – To maximize the clinical staff's time and income by streamlining the billing process and maximizing reimbursement.

Support Staff – To work together to support the company and to develop modern ideas to further develop SBH.

Supervisor – To contribute to the department team and to appreciate the wisdom and experience of your supervisors.

Company – To maximize productivity and to establish on-going excellence in customer services.

Yourself – To work with us on your career development and your job satisfaction to make SBH your long-term career.

Accountabilities

- 1. Training and Learning –
- *Rapid mastery of Procentive software, basic Word skills, Excel, E-mail, detail of insurance billing
- *Able to train others on Procentive and insurance procedures

Benchmarks: Proficiency in these software programs and details as determined by supervisor Accepts correction and suggestions for improvement non-defensively and eagerly.

- 2. Billing –
- *Accurate, timely recording of service lines and submission of claims.
- *Awareness of changes in submission rules and procedures, advise supervisor(s) of any changes in insurance company procedures.
- *Contact insurance companies to track claims.
- *Works independently within a team context.
- *Postings balance with EOB forms.

Benchmarks: Submit claims without fail on schedule determined by supervisor.

Approach zero errors in claims submission. Double check your work.

Zero errors in submitting according to payer rules for claims.

Rapidly contact insurers so claims do not go stale.

Data: Procentive records dates of submission and data entry. Rapid follow through on billing and insurance directives of supervisor. Unbilled services are resolved rapidly.

3. Posting –

- *Accurate, timely posting and reconciliation of payments
- *Balancing EOBs
- *Entry of authorizations

Benchmark: Procentive records dates of posting. Approach zero errors in posting and balancing.

4. Problem Solving –

*Evaluate reasons billing may be backed up or claims may have been denied, and help solve the problems involved.

*Ask for help to solve procedural and policy questions. We encourage initiative and suggestions for new ways to accomplish the work, but also this work affects that of other employees, to problem solving is done in conjunction with supervisor.

*Maintain records and notes to show how problems were handled.

Benchmark: Informs supervisor and annotates the records regarding solutions. Supervisor will be aware of notes, memos, and annotations.

5. Team Work

*Billing functions are all a team effort to submit claims, post claims, solve problems of unpaid claims, and improve the system while communicating openly what has been done with supervisor, team members, clinical staff, and clients.

- Total cooperation and good will amongst team members is essential.
- We expect an attitude amongst the team members of pitching in to assist with whatever billing functions need the most manpower at a given time.
- We expect team member to cross-train, to be flexible about assignments, and to pitch in voluntarily and willingly.

Benchmark: Absence of complaints about team work. Observed eagerness to pitch in to help. Learning all the different job functions of the billing team.

6. Communication

*Email communications are clear and explanatory, and within Shorehaven email policy guidelines.

*Voicemail communications are clear and to the point.

*All communication is courteous and sensitive while being clear and accurate.

Benchmark: Supervisor may monitor email. Zero complaints about communication.

7. Working with clinicians

*Work with individuals to review the status of their billing or of specific clients, by email or in person, and do so with a welcoming, helping attitude (since they are your customers).

Benchmark: Zero complaints and positive reports from clinical staff.

8. Working with Clients

*Remembering our clients are emotionally vulnerable, communicate with them about balances do and problems with courtesy, sensitivity, and clarity. Remember we need them to keep coming and to use more services and they need the services we offer.

Benchmark: Zero complaints, positive reports.